

Distance Support Portal

A world of support at your fingertips

Anchor Desk  
I need to...

# QUICK REPORT

Cases Created and Closed From 2/19/2004 to 2/26/2004

## Count of Cases

New Cases Created 541

Metric	Total	%
Telephone	197	36
Email	235	43
Anchor Desk Web	102	19
Other	7	1

Case Status as of 2/26/2004 only.

## Phone Answer Time

Total Calls Answered 468

Metric	Total	%
Average Wait Time	7	Seconds
In 30 Seconds or Less	467	100
31 to 60 Seconds	1	0
Total Talk Time	288	Minutes
Average Talk Time	.62	Minutes

Case Status as of 2/26/2004 only.

## Phone Call Abandon Time

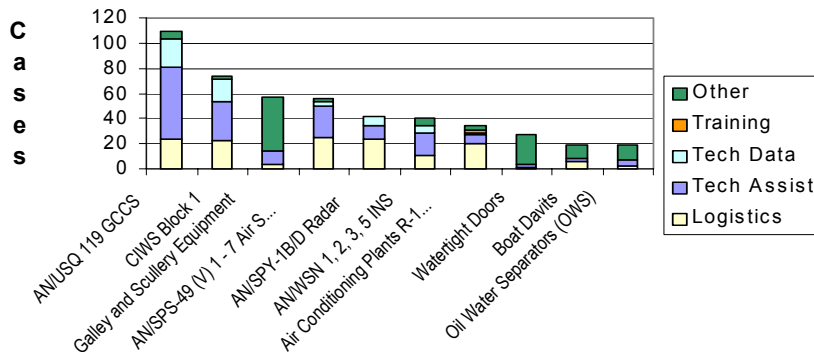
Total Calls Abandoned 3

Metric	Total	%
Average Abandon Time	12	Seconds
In 15 Seconds or Less	2	0.43
16 to 30 Seconds	1	0.21
31 to 60 Seconds	0	0.00
61 Seconds or More	0	0.00

Case Status as of 2/26/2004 only.

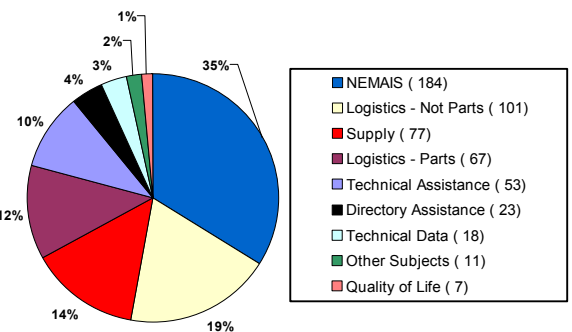
## Distance Support Top 10 Requests

Cumulative Totals (Since 08/15/2000)



## Functional Drivers

Types of Questions ( 541 Total Cases)



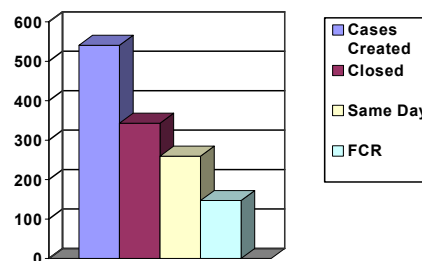
## Case Resolution

New Cases Created 541

Metric	Total	%
Old Cases Closed	158	
New Cases Closed	343	63
Closed Same Day	260	48
First Contact Resolution	147	27

Case Status as of 2/26/2004 only.

## Case Resolution Ratio



## SOS Response Time Breakdown

Total SOS Requests Resolved 346

Metric	Total	%
1.) > 1 Week	43	12
2.) 3 - < 7 Days	24	7
3.) 1 - < 3 Days	40	12
4.) 6 - < 24 Hours	52	15
5.) 2 - < 6 Hours	12	3
6.) < 2 Hours	175	51

Case Status as of 2/26/2004 only.

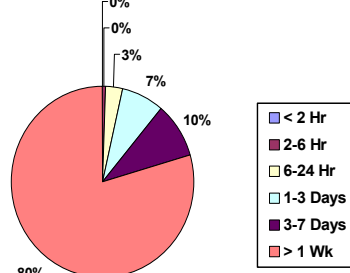
## Open Cases Aging

Total Cases Open 961

Metric	Total	%
1.) > 1 Week	763	79
2.) 3 - < 7 Days	92	10
3.) 1 - < 3 Days	70	7
4.) 6 - < 24 Hours	31	3
5.) 2 - < 6 Hours	4	0
6.) < 2 Hours	1	0

Case Status as of 2/26/2004 only.

## Open Cases Aging



## Cases Transferred Ratio

New Cases Created 541

Metric	Total	%
Transferred to SOS	293	54
Average Transfer*	1.4	Hrs
NICC Resolved	248	46
NICC Researching	0	0

\*Average Time between case creation and transfer.  
Case Status as of 2/26/2004 only.

A full report explanation is available that includes definitions used in this report. Contact your Help Desk Manager to request a copy. All numbers are for the period, that is, the date range in the report heading. The period is specified at the time the report is run and may be daily, weekly (week ending on Wednesday), and monthly. Reports should be e-mailed to Help Desk Team members daily with weekly reports e-mailed on Mondays and monthly reports e-mailed the first working day of each new month.